

In-State Answer Rate by Originating State 2022-01-01 to 2022-01-31 Eastern Time

For media or research use, please coordinate with Lifeline’s Communications team at communications@vibrant.org.

Data does not include calls offered to, or answered by the Veterans Crisis Line or Lifeline’s Spanish language sub-network.

State	Routed	Received	Answered In-State	In-State Answer Rate	Abandoned In-State	Flowout to Backup	ASA In-State	Avg. Talk Time In-State
AK	648	648	330	51%	186	132	00:29	12:54
AL	2,093	2,093	1,228	59%	671	194	00:58	12:46
AR	1,197	1,197	936	78%	224	37	00:29	11:46
AS	5	5	0	0%	1	4	00:00	00:00
AZ	3,021	3,021	2,766	92%	214	41	00:17	09:23
CA	22,610	22,610	19,315	85%	3,216	79	00:45	12:55
CO	4,103	4,103	2,256	55%	1,134	713	00:47	15:19
CT	1,674	1,674	829	50%	481	364	01:16	12:34
DC	521	521	454	87%	43	24	00:21	08:57
DE	359	359	248	69%	70	41	00:25	11:08
FL	8,220	8,220	5,842	71%	1,698	680	00:43	12:21
GA	4,623	4,623	3,085	67%	1,063	475	00:28	15:43
GU	36	36	30	83%	4	2	00:25	12:38
HI	949	949	750	79%	137	62	00:26	08:30
IA	1,256	1,256	802	64%	370	84	01:02	12:49
ID	1,136	1,136	971	85%	80	85	00:16	15:42
IL	7,185	7,185	1,315	18%	1,794	4,076	00:26	14:16
IN	3,017	3,017	2,250	75%	418	349	00:24	12:45
KS	1,291	1,291	1,060	82%	138	93	00:18	16:51
KY	1,952	1,952	1,377	71%	380	195	00:32	14:48
LA	2,537	2,537	1,597	63%	661	279	00:28	16:01
MA	4,570	4,570	3,250	71%	1,108	212	00:52	07:56
MD	2,950	2,950	2,445	83%	495	10	00:44	13:39
ME	411	411	347	84%	62	2	00:39	10:08
MI	5,121	5,121	3,301	64%	1,068	752	00:43	11:11
MN	2,625	2,625	1,464	56%	608	553	00:36	16:14
MO	2,989	2,989	2,491	83%	435	63	00:34	14:44

■ ≥ 90 Answered
 ■ ≥ 80 Answered
 ■ ≥ 66 Answered
 ■ < 66% Answered

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MP	8	8	0	0%	4	4	00:00	00:00
MS	910	910	825	91%	76	9	00:20	08:40
MT	561	561	543	97%	18	0	00:14	11:12
NC	4,337	4,337	3,925	91%	354	58	00:22	07:43
ND	321	321	297	93%	19	5	00:18	11:41
NE	974	974	801	82%	131	42	00:29	12:56
NH	568	568	427	75%	55	86	00:21	10:16
NJ	3,811	3,811	3,010	79%	637	164	00:42	14:12
NM	1,244	1,244	913	73%	280	51	01:04	18:06
NV	1,676	1,676	1,093	65%	441	142	00:48	15:03
NY	11,306	11,306	7,147	63%	2,024	2,135	00:33	16:04
OH	4,724	4,724	2,599	55%	818	1,307	00:22	12:51
OK	1,703	1,703	1,213	71%	390	100	00:49	14:45
OR	3,292	3,292	2,138	65%	723	431	00:37	17:32
Other	4,981	4,981	1,102	22%	242	3,637	00:39	12:05
PA	4,693	4,693	3,719	79%	774	200	00:37	13:01
PR	154	154	0	0%	33	121	00:00	00:00
RI	329	329	324	98%	5	0	00:09	08:02
SC	2,412	2,412	1,923	80%	378	111	00:28	15:46
SD	280	280	240	86%	34	6	00:27	19:12
TN	2,819	2,819	2,352	83%	455	12	00:24	08:28
TX	11,419	11,419	5,186	45%	2,348	3,885	00:25	14:10
UT	1,985	1,985	1,489	75%	264	232	00:25	16:36
VA	4,130	4,130	3,555	86%	514	61	00:35	11:32
VI	229	229	0	0%	19	210	00:00	00:00
VT	426	426	369	87%	40	17	00:20	12:05
WA	4,330	4,330	2,939	68%	954	437	00:33	12:14
WI	4,074	4,074	3,261	80%	545	268	00:27	17:21
WV	718	718	653	91%	59	6	00:24	18:04

■ ≥ 90 Answered
 ■ ≥ 80 Answered
 ■ ≥ 66 Answered
 ■ < 66% Answered



State	Routed	Received	Answered In-State	In-State Answer Rate	Abandoned In-State	Flowout to Backup	ASA In-State	Avg. Talk Time In-State
WY	225	225	141	63%	34	50	00:13	15:22

 ≥ 90 Answered  ≥ 80 Answered  ≥ 66 Answered  < 66% Answered

Glossary of Terms:

- **Routed:** Number of calls that listen to the IVR greeting to then be routed to a center. This metric is used for network-wide and historic reporting, and includes calls that abandon quickly after entering routing.
- **Received:** Number of calls that were sent to a center after listening to the IVR greeting, excluding calls that abandon quickly after routing because they may not have been seen by a center.
- **Answered In-State:** Number of “Received” calls answered by a state or territory’s center(s).
- **In-State Answer Rate:** All “Answered In-State” calls divided by all calls “Received” to the state.
- **Abandoned In-State:** Number of “Received” calls that disconnect prior to being engaged by a counselor at a state or territory’s center(s). Disconnection may happen for a number of reasons, including but not limited to: the person reaching out changes their mind about seeking care at that moment; the person no longer feels they have privacy or safety in their environment; or there is a random technical service interruption, which may occur due to internet instability, carrier glitches, etc.
- **Flowout to Backup:** Number of “Received” calls not “Answered In-State” nor “Abandoned In-State”.
- **Average Speed of Answer (ASA) In-State:** Out of all “Answered In-State” calls, the average time a contact takes to be answered after listening to the automated greeting. As “ASA’s” are by nature an “average,” the experience of those contacting the Lifeline at different centers in different states or times of day may experience variations in individual wait times.
- **Avg Contact Time:** Out of all “Answered In-State” calls, the average amount of time counselors spend talking with a contact. As this measure is an “average,” persons contacting the Lifeline may have conversations that vary widely in contact time length, depending on their individual needs.

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